



Terms & Conditions

1. Room Reservations

Reservations made within 48 hours of the arrival date together with 'Special Offer' Reservations will have the full amount for the stay taken upon booking. All other direct bookings will have 50% of the first nights stay taken as a deposit. Cancellations made in excess of 48 hours before arrival will not be charged, within 48 hours the full amount for the first nights stay will be taken/retained from the guarantee card details. When cancelling a booking please ensure you take note of your unique cancellation number, and keep it until your original arrival date has passed. This is your evidence that your reservation was cancelled. Voucher bookings are non-transferable & non-refundable. They cannot be combined with any other offer. They have no cash value nor cash back alternative. Bedrooms are available from 2.30pm on the day of arrival and will be held until 7pm. Please note that bedrooms will be released at that time unless you notify us of your late arrival, the latest check-in time is 10.30pm. Please note that we do not have a Night Porter and therefore there can be no entry to the Hotel after this time. We require that you vacate your room by 11am on the day of departure, a late check out can normally be arranged & will be charged to your room. Please ensure you have a valid method of payment when checking out, we accept Master Card, Maestro, Visa, Visa Electron, Solo and JCB, we only accept cheques for advance payment only.

2. Children

All children (a person under 16 years of age) staying at the Hotel must be accompanied by an adult and must be supervised by an adult at all times.

Cots and extra beds are available in most of our properties. However, these are limited and subject to availability. Additional charges may apply. Please check at the time of booking.

3. Guest Behaviour

Guests are requested to conduct themselves appropriately at all times and to comply with Company procedures and/or requests with regard to conduct and respect for the property of the Hotel, its employees and guests and their health and safety. Guests are requested not to disrupt the comfort and enjoyment of other guests, the smooth running of the Hotel, or cause offence to other guests or our members of staff. We reserve the right to refuse accommodation or services or remove you and members of your party from the Hotel if, in our reasonable opinion, we consider this provision to have been breached. Where this is the case shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred.

4. Hotel Events

Please be aware that at certain times throughout the year the Hotels may host private weddings, events and parties, which you may feel would be an intrusion on your break. Please contact the Hotel directly in advance of your stay for further information.

5. Food and Drink

Guests are not permitted to bring their own food and drink into the Hotel or its grounds.

6. No Smoking Hotel

The Hotel operates a strict no smoking policy throughout. Guests are respectfully informed that should they smoke in their bedroom, bathroom or anywhere within the premises they will be charged £250 + VAT. This charge is non-negotiable and is to cover full deep cleaning of the room and two nights lost revenue.

7. Removal of Hotel Property

We reserve the right to charge guests the cost of replacing any items that are removed from the hotel and its grounds by them without consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing come to light after the guest has departed, we reserve the right to make a charge to the guest's credit / debit card, or send an invoice for the amount to the registered address.

8. Damage to Hotel Property

Guests have the responsibility and liability for any breakages or damages which are caused to the accommodation or its contents. We ask that you report any incidents as they occur so they may be resolved as quickly as possible. We do not normally charge for minor breakages or damages but we do charge for repair or making good if the damage or breakage is significant. If the damage you have caused prevents the room from being habitable for guests booked in for the repair duration, you will be invoiced for this lost revenue to the business. We may also make an additional charge of 10% of the repair/replacement cost if you did not report the incident. This is to cover management time dealing with the matter. Should any damage come to light after guests have departed, we reserve the right to make a charge to the guest's credit / debit card, or send an invoice for the amount to the registered address.

9. Golf & Leisure

Guests staying in the Hotel and using Sandilands Golf Club must comply with the club's rules, a copy of which is available at the club reception.

Children under 16 years of age must be accompanied by an adult at all times.

At certain times, facilities (including the Golf Course) may become unavailable due to maintenance, adverse weather conditions or other reasons beyond our control. We will attempt to keep all Hotel guests informed of these circumstances however this may not always be possible. If any facility is a significant reason for your choice of Hotel, we would advise you to check directly with the Hotel in advance of arrival.

10. Parking

The Hotel has its own car park, however there may be limited spaces available and space may not be available for the duration of your stay. Terms and conditions may also apply to car park use. Please contact the Hotel directly for more information. Cars and their contents are left at the owner's/customer's own risk. We do not accept responsibility for loss or damage (save as may not be excluded or restricted by applicable law).

11. Force Majeure

The Company accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, fire or failure of electric

power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.

12. Limitation of Liability

The Company will not be responsible for the loss or damage of any property left in the Hotel other than as required under the Hotel Proprietor's Act 1956 and the Local London Authorities Act 2004 (a copy of the notice under such Acts is displayed in the reception of the Hotel) or any other applicable law.

The Company will not be liable for any indirect, consequential or pure economic loss or any loss of profit, goodwill or opportunity (whether caused by the negligence of the Company, its employees, contractor or agents or otherwise). The Company's total liability shall not exceed the value of the charges received by it under the Contract.

13. Website Terms Of Use

Sandilands Leisure Limited has taken reasonable care in assembling the material on The Grange & Links website but makes no warranty, express or implied, as to the nature or accuracy of any of the material [text and graphics] on the site. All such material is provided "as is" without warranty of any kind. Sandilands Leisure Limited hereby disclaim all warranties and conditions with regard to this information, including all implied warranties and conditions of merchantability, fitness for a particular purpose, title and non-infringement. Sandilands Leisure Limited shall not be liable for any damage [including, without limitation, damage for loss of business or loss of profits] arising in contract, tort or otherwise from the use of, or inability to use, the site or any material on it.

14. Copyright Notice

All material contained within The Grange & Links ("The Hotel") website is protected by copyright, which is owned by Sandilands Leisure Limited ("The Company"). The website's contents are available to visitors for information purposes only. Visitors to The Grange & Links website agree that they may only download the content for their own personal use. Content may not be copied, downloaded, stored, transmitted, adapted or changed in any way for any other purpose whatsoever without the prior written permission of Sandilands Leisure Limited.

15. Links to External Websites

Sandilands Leisure Limited website may include links to other websites. Please be aware that Sandilands Leisure Limited has no control over the content of other websites.

16. Governing Law and Jurisdiction

The Contract and any non-contractual obligations arising in connection with it are governed by English law.

The English courts have exclusive jurisdiction to determine any dispute arising in connection with the Contract, including disputes relating to any non-contractual obligations.

Each party irrevocably waives any objection which it may now or later have to proceedings being brought in the English courts (on the grounds that the English courts are not a convenient forum or otherwise).